

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant(s): Druyan et al.

Group Art Unit: 3623 / Conf. # 1508

Application No.: 10/076,362

Examiner: Boswell, Beth V.

Filing Date: 02/14/2002

Docket No.: AUS920011019US1

**Title: METHOD AND SYSTEM FOR MANAGING SERVICE REQUESTS ACROSS
MULTIPLE SYSTEMS**

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

PRELIMINARY AMENDMENT

Sir:

Please enter the following preliminary amendment.